

PATENT

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CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being faxed to 703-872-9306 on the date shown below to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: 7-11-05
Himanshu S. Amin**RECEIVED
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JUL 11 2005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Applicant(s): Erin M. Bourke-Dunphy, *et al.*

Examiner: Wei Y. Zhen

Serial No: 09/726,000

Art Unit: 2122

Filing Date: November 29, 2000

Title: METHOD AND SOFTWARE TOOLS FOR INTELLIGENT SERVICE PACK
INSTALLATION

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

REPLY TO OFFICE ACTION DATED MAY 16, 2005

Dear Sir:

Favorable consideration of the above-identified patent application is respectfully requested in view of the amendments and comments below.